



**AMERICAN EMBASSY, NEW DELHI, INDIA**

**VACANCY ANNOUNCEMENT NUMBER: 10-66A TRAINING AND DEVELOPMENTAL  
LEVELS**

**REF: VACANCY ANNOUNCEMENT NUMBER: 10-66**

The U.S. Embassy in New Delhi is seeking an individual for the position of Field Technical Officer: Engineer (FTO).

**NOTE: APPLICANTS WHO RESPONDED TO VACANCY ANNOUNCEMENT NO 10-066  
NEED NOT REAPPLY.**

**Applicants must apply on Form HR-01 (Application form for  
Employment) and specify the vacancy announcement number.  
Applications not completed on Form HR-01, or without reference  
to a specific vacancy number will not be accepted. Only  
completed forms will be accepted. (Refer to application  
procedure below).**

**Only applicants who are selected for the interview will be  
contacted.**

**OPEN TO: All Interested Candidates**

**POSITION: Field Technical Officer: Engineer**

Level I (Trainee Level) - FSN-08; FP-6  
Level II (Developmental Level) - FSN-09; FP-5  
(steps 1 through 4)  
Level III (Full Performance Level) - FSN-10;  
FP-5 (Steps 5 through 14)  
**(Personal Services Contract)**

(The position will be filled at the appropriate  
level only, depending on the selected candidate)

**OPENING DATE: June 11, 2010**

**CLOSING DATE: June 25, 2010**

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** \*Starting salary and grade will be determined on the basis of qualifications and experience.

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN INDIA AND HAVE VALID WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

### **Level I (Trainee Level) - FSN-8**

#### **BASIC FUNCTIONS OF POSITION**

1. Participate in the installation, testing, and operation of bureau telecommunications, electronic, and mechanical equipment.
  - Under guidance of more experienced engineer, perform specific subtasks in support of installation and testing of new equipment.
  - Follow established plans for technical projects such as new equipment installations using project management principles.
  - With guidance, create and maintain technical documentation.
  - Operate bureau telecommunications and other mechanical systems, potentially including bureau-specific systems for hard-copy, video, or audio transmission.
2. Perform basic maintenance functions on bureau telecommunications and mechanical systems:
  - Monitor functioning of equipment and, with assistance, makes necessary modifications to ensure that systems operate in conformance with specifications.
  - With guidance, perform routine system maintenance.
  - Notify more experienced engineers of problems with computer hardware and peripherals, telecommunications equipment, and bureau/site subsystems such as power, heating, air conditioning, and security systems.
  - Keep accurate technical records and maintenance logs.
3. With guidance, manage accountable property related to bureau/site technical systems.
  - Monitor bureau/site electronic equipment inventory.
  - Dispose off accountable property as needed, following established procedures.

4. Participate in identification and management of contractors for technical support services.
  - Observe and learn how to evaluate contractor capabilities and cost proposals.
  - Help facilitate and coordinate the work of contractors, ensuring that contractors have access to systems and work areas as needed.
  - As directed, conduct research to find specific information related to vendors, products, or pricing to support procurement decisions.
  - With approval, engage established vendors for routine maintenance tasks.
5. Provide direct user support on bureau systems.
  - Provide users with basic instruction on commonly used systems, preparing written instructions when necessary.
  - Help users troubleshoot and solve technical problems.
  - Support independent contractors with common or straightforward technical matters related to the OSC system.
6. Develop relationships with colleagues and customers.
  - Initiate relationships with colleagues in the local work unit to enhance ability to perform the job.
  - Maintain positive working relationship with US staff officers and locally employed staff contacts at local embassy.
7. Develop knowledge and skills through guided and self-initiated development activities.
  - Learn about work unit and organizational technical systems and architecture.
  - Learn organizational policies and regulations and State Department policies applicable to work unit and specified duties.
  - Attend training to increase professional competency.
  - Participate in on-the-job training and mentoring, seeking to improve one knowledge and skills.
8. Develop basic skills in IT Support officer areas of responsibility to provide back up support during IT Support personnel absences.

## **QUALIFICATIONS REQUIRED**

1. A university degree (three-or four-year) in applicable technical field (i.e. electrical/electronics engineering, computer engineering, telecommunications/network engineering, or a similar degree). Without a university degree, both current applicable work experience and certification at the current industry standard in an engineering field are required.
2. No minimum work experience is required.
3. Level III (Good working knowledge) in reading and understanding English and Hindi.
4. Working knowledge of a wide range of computer and telecommunications equipment including circuit boards, processors, chips, and satellite communications equipment.
5. The ability to grasp, manipulate, and assemble very small tools or objects
6. Working knowledge (levels I and II) or extensive knowledge (level III) of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design, installation, and maintenance of a variety of technical systems.

**NOTE:** Special Requirements: To ensure the functionality of bureau computer systems. The IT Support officer may be required to work extended hours, weekends, and holidays. The IT Support officer may also be requested to come into the work site if circumstances dictate to troubleshoot and solve technical problems when they arise during off-duty hours. The IT Support officer may be required to travel/provide TDY support extensively to fulfill job duties.

## **Level II (Developmental Level) - FSN-9**

### **BASIC FUNCTIONS OF POSITION**

1. Participate in the installation and testing of bureau telecommunications, electronic, and mechanical equipment.
  - Under guidance of more experienced engineer, perform specific subtasks in support of installation and testing of new equipment.
  - Plan well defined aspects of technical projects such as new equipment installations using project management principles.

- Create and maintain technical documentation.
2. Perform basic maintenance functions on bureau telecommunications and mechanical systems.
    - Monitor functioning of equipment and, with assistance, makes necessary modifications to ensure system operates in conformance with specifications.
    - Perform routine system maintenance.
    - Notify more experienced engineers of problems with computer hardware and peripherals, telecommunications equipment, and bureau/site subsystems such as power, heating, air conditioning, and security systems and helps solve the problems.
    - Keep accurate technical records and maintenance logs.
  3. With guidance, manage accountable property related to bureau/site technical systems.
    - Monitor bureau/site electronic equipment inventory
    - Dispose of accountable property as needed, following established procedures.
  4. Participate in identification and management of contractors/vendors for technical support products and services.
    - Participate in evaluation of contractor capabilities and cost proposals.
    - Help facilitate and coordinate the work of contractors, ensuring that contractors have access to systems, equipment, and work areas as needed.
    - Conduct research to find specific information related to vendors, products, or pricing to support procurement decisions.
    - Engage in established vendors four routine maintenance tasks.
  5. Provide direct user support on bureau systems.
    - Provide users with basic instruction on commonly used systems, preparing written instructions when necessary; participate in user training on new systems.
    - Help users troubleshoot and solve technical problems.
    - Support independent contractors with technical matters related to the OSC system.
    - Provide TDY visitors with basic technical support.

6. Develop relationships and sustain networks with local and international colleagues and customers.
  - Initiate and sustain relationships with colleagues around the world (for example, regional engineers, US staff engineers, field technical officers based in other locations) to enhance ability to perform the job.
  - Maintain positive working relationships with US staff officers and locally employed staff contacts at local embassy.
  - Participate in development and maintenance of customer relationships, often as part of a team with US staff.
  - Monitor customer requests.
7. Develop and maintain knowledge and skills through guided and self-initiated development activities.
  - Learn increasingly more sophisticated details of work unit and organizational technical systems and architectures.
  - Learn organizational policies and regulations and State Department policies applicable to work unit and increasing scope of duties.
  - Attend training to increase professional competency.
  - Participate in on-the-job training and mentoring, seeking to improve own knowledge and skills.
8. Develop basic skills in IT Support officer areas of responsibilities to provide back up support during IT support personnel absences.

#### **QUALIFICATIONS REQUIRED**

1. A university degree (three-or four-year) in applicable technical field (i.e. electrical/electronics engineering, computer engineering, telecommunications/network engineering, or a similar degree). Without a university degree, both current applicable work experience and certification at the current industry standard in an engineering field are required.
2. Minimum One year of experience working with technical and mechanical systems similar to those in the bureau/site.
3. Level III (Good working knowledge) in reading and understanding English and Hindi.
4. Working knowledge of a wide range of computer and telecommunications equipment including circuit boards, processors, chips, and satellite communications equipment.

5. The ability to grasp, manipulate, and assemble very small tools or objects
6. Working knowledge (levels I and II) or extensive knowledge (level III) of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design, installation, and maintenance of a variety of technical systems.

**NOTE:** Special Requirements: To ensure the functionality of bureau computer systems. The IT Support officer may be required to work extended hours, weekends, and holidays. The IT Support officer may also be requested to come into the work site if circumstances dictate to troubleshoot and solve technical problems when they arise during off-duty hours. The IT Support officer may be required to travel/provide TDY support extensively to fulfill job duties.

#### **SELECTION PROCESS**

Qualified Eligible Family Members and applicants with U.S. Veteran Preference will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

#### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Eligible Family Members who currently hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.

#### **TO APPLY**

Interested applicants for this position should submit the following:

1. **Application for Employment**, Form HR-01 (Rev 05/04), available on website  
[http://newdelhi.usembassy.gov/job\\_opportunities.html](http://newdelhi.usembassy.gov/job_opportunities.html)
2. **OPTIONAL**: Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.

#### **SUBMIT APPLICATION TO**

U. S. Embassy  
Human Resources Office  
Shantipath, Chanakyapuri  
New Delhi 110 021

FAX: 2419-8056

Or

E-mail: [NewDelhiVacancies@State.gov](mailto:NewDelhiVacancies@State.gov)

**Please insert "VA# 10-066 (Vacancy Announcement Number) in the Subject of the E-mail. Applications without the Vacancy Number or with the incorrect Vacancy Number will not be accepted.**

#### **DEFINITIONS**

1. EFM: US Citizen spouse or US citizen child as referred to in 14 FAM 511.3 (1), who is at least age 18, and who, in either case, is on the travel orders of a US citizen Foreign or Civil service employee or military service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad and under Chief of Mission authority.
2. Member of Household (MOH): Foreign born spouses, dependent children, unmarried partners of the same and opposite sex, parents, other relatives or adult children declared to the Chief of Mission who fall outside the Department's current legal and statutory definition of EFM.
3. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency



focus to the host country and has the required work and/or residency permit for employment in country.

4. Not-Ordinarily Resident (NOR): Typically NORs are US citizen EFMs and family members of FS, GS, and Military Personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

All applications for the Subject announcement must be received in the Human Resources Office by close of business **June 25, 2010.**

**AN EQUAL OPPORTUNITY EMPLOYER**